

POSITION POSTING:	Massachusetts Teachers' Retirement System
FUNCTIONAL TITLE:	Service Representative
LOCATION:	500 Rutherford Ave., Charlestown, MA 02129-1628
STARTING SALARY:	\$43,868.30
APPLICATION DEADLINE:	Wednesday, October 23, 2019

The Massachusetts Teachers' Retirement System (MTRS) is the pension plan for the Commonwealth's public school educators. The plan provides retirement, disability and survivor benefits to more than 68,000 recipients and maintains and services retirement accounts for over 93,000 active members and 29,000 inactive members. On a monthly basis, the MTRS collects contributions and related data for all active members from 420 local school districts.

GENERAL STATEMENT OF DUTIES

Under the general supervision of the Director of Benefit Adjustments and Finalizations, the Service Representative is responsible for:

- Communicating professionally, both verbally and in writing, with MTRS retirees, survivors and their representatives
- Providing support services as needed to explain death benefits to retirees' beneficiaries and family members
- Determining whether there is an underpayment or overpayment of benefits depending on the date the MTRS is notified of the recipient's death, calculating the amount payable or receivable, and notifying, in writing, the beneficiary, surviving spouse, next of kin or person handling the estate, of the underpayment or overpayment, with the appropriate MTRS Benefit Claim Form
- Determining which survivor benefit option the retiree selected at the time of retirement, and performing the timely calculation and processing of the corresponding death benefit, if any, to the appropriate beneficiary(ies)
- Performing bank reclamations and overpayment recovery procedures to collect any overpayment of benefits during or after the month of death
- Processing the benefit "pop-up" on all Option C retirements where the Option C beneficiary predeceases the retiree and notifying the retiree, in writing, of the adjustment to his/her benefit
- Testing, reviewing and correcting, as needed, retiree death related 1099s
- Participating in cross training and assisting with other unit functions as needed
- Participating fully in all unit and agency projects, meetings, and training programs, as assigned

QUALIFICATIONS REQUIRED

- Bachelor's degree in related field preferred, or equivalent relevant experience
- Excellent mathematical and analytical skills
- Must be detail oriented, organized and accurate
- Desire to work in an environment committed to teamwork and quality service

- Ability to communicate effectively and professionally both orally and in writing
- Ability to interpret and apply retirement laws and regulations
- Ability to follow instructions and function both independently and as a member of a team
- Ability to maintain harmonious relationships with the membership, employers, other members of the public and MTRS staff
- Must be flexible and able to handle a multitude of tasks
- Proficiency with Microsoft Office Suite
- Proficiency with database applications

APPLICATION PROCESS

Interested applicants must apply online through *MassCareers* at:

<https://massanf.taleo.net/careersection/ex/jobsearch.ftl?ftlcompclass=LoginComponent>

All applicants must submit a cover letter and résumé. The cover letter must address why the applicant's background and training would make him or her a good fit for the position of Service Representative with the MTRS. Applicants who do not submit a cover letter will not be considered. Selected applicants will be invited to take a test designed to evaluate their basic writing, math and computer skills.

The MTRS is an equal opportunity employer.